Sacred Heart Catholic Academy

Proud to be part of Pope Francis Catholic Multi Academy Trust

# SEND Complaints Procedure 25-26

**"Aspire not to have more, but to be more."**

**Love Respect Service Ambition**

If you would like to make a complaint about the SEND provision or support, you should do this whilst your child is on role at the school. This includes complaints that the school has not provided the necessary support required in your child's Education, Health and Care (EHC) Plan.

In order to make a complaint follow the steps below. Move on to the next step if your complaint is not resolved.

1. Request to speak to the school's Special Educational Needs Coordinator (SENCO.)

2. Request to speak to The Director of SEND for Pope Francis Catholic Multi Academy Trust.

3. Make a formal complaint to the school. Complaints Policy

4. Make a formal complaint to the Local Authority. Sefton SEND Local Offer

5. Make a complaint to the Department for Education. (They can ask the school to take action if they find your complaint not managed appropriately. The Department for Education cannot necessarily change the decision.)